

3-TIER SYSTEM

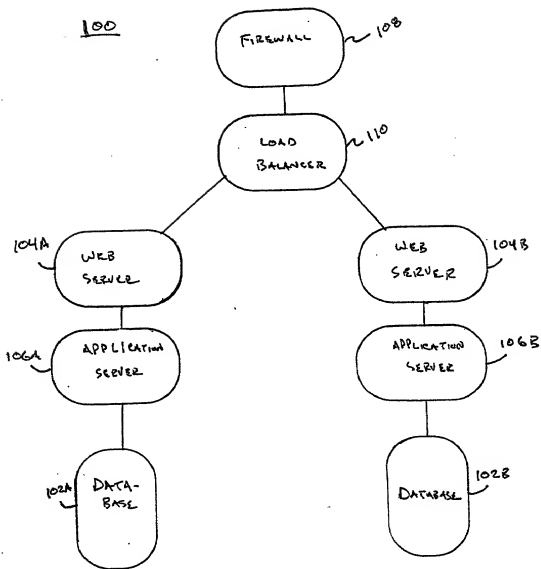


FIGURE 1

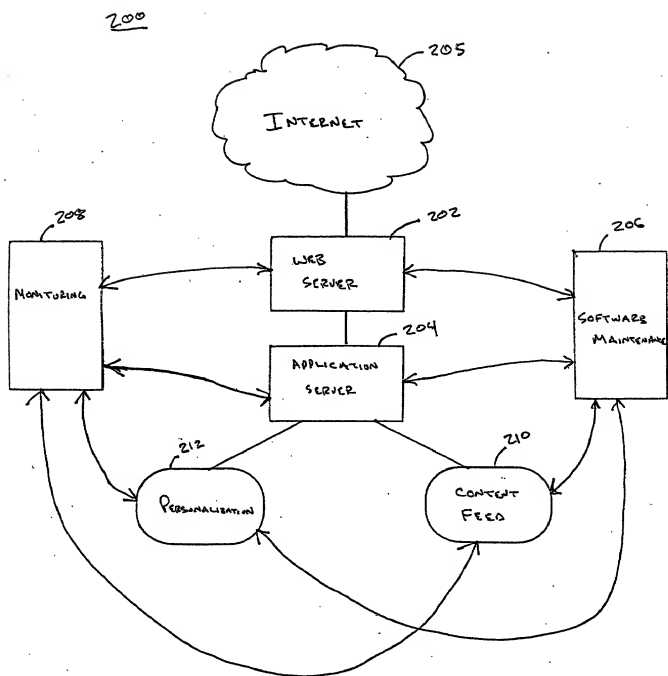


FIGURE 2

097666449.072301
10E220.6499760

300

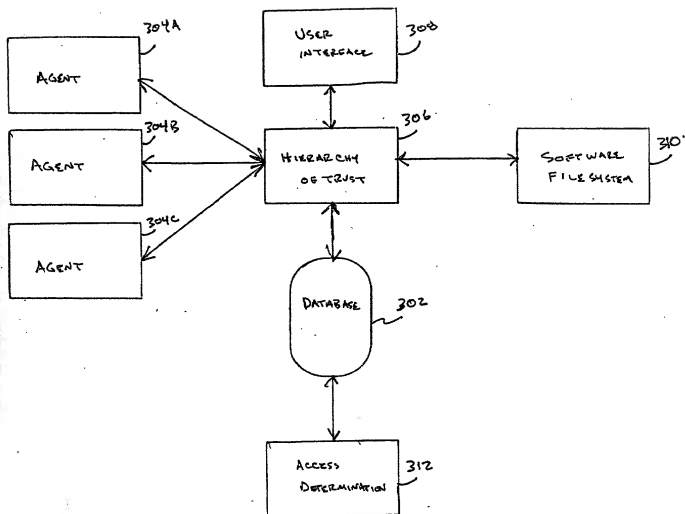


FIGURE 3

CUSTOMER ROLE PACKAGE

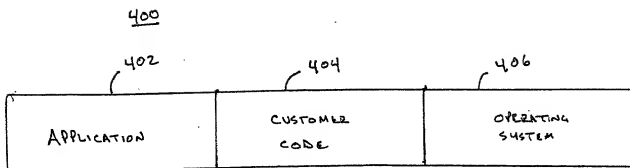


FIGURE 4

ROLE-CENTRIC MODEL

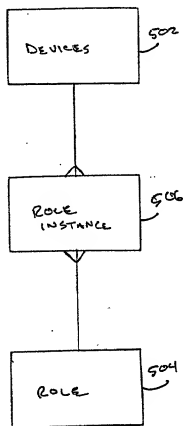


FIGURE 5

SERVICE-CENTRIC MODEL

600

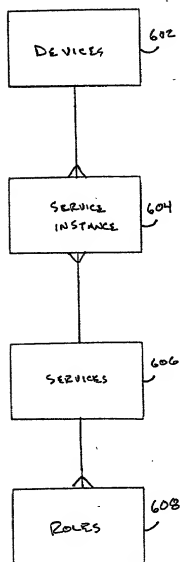


FIGURE 6

09766649.072301

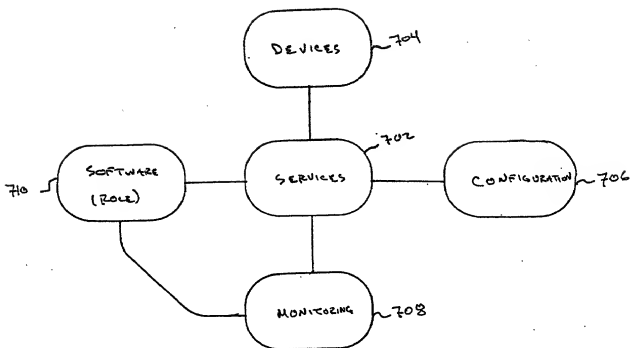


FIGURE 7

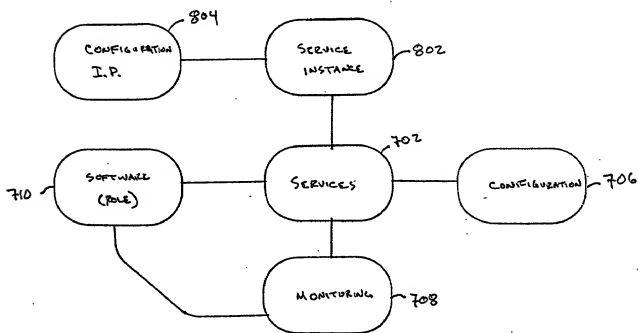


FIGURE 8

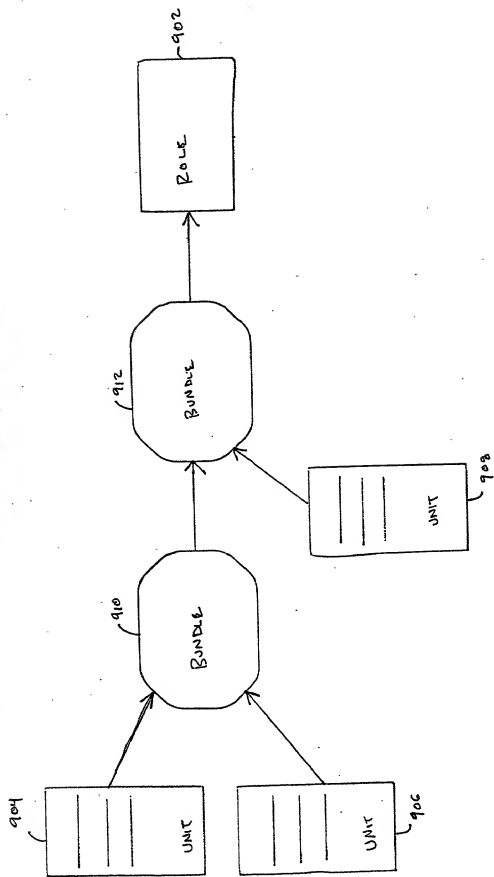


FIGURE 9

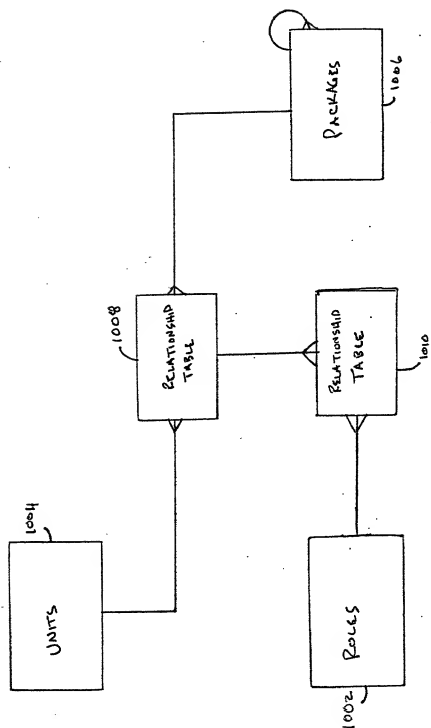


FIGURE 10

1100

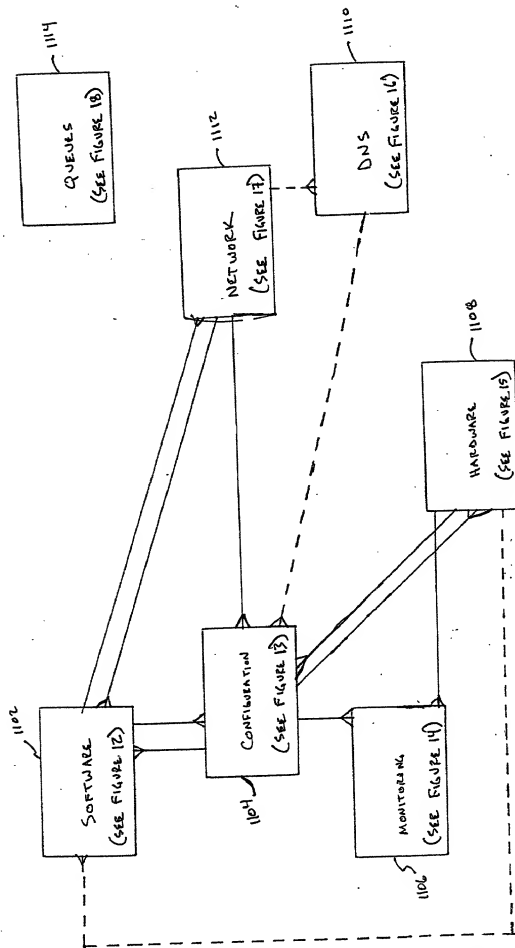
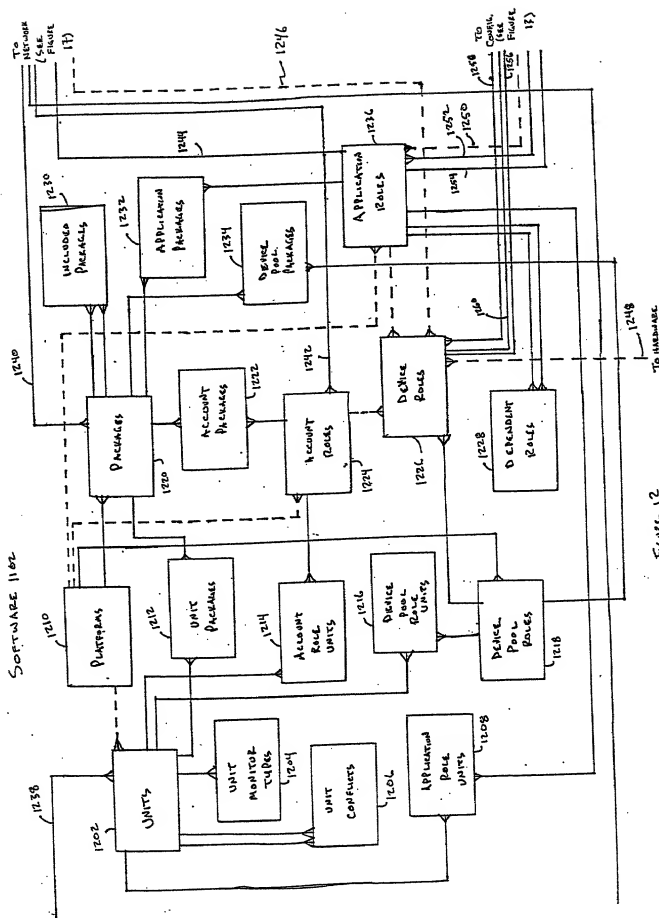
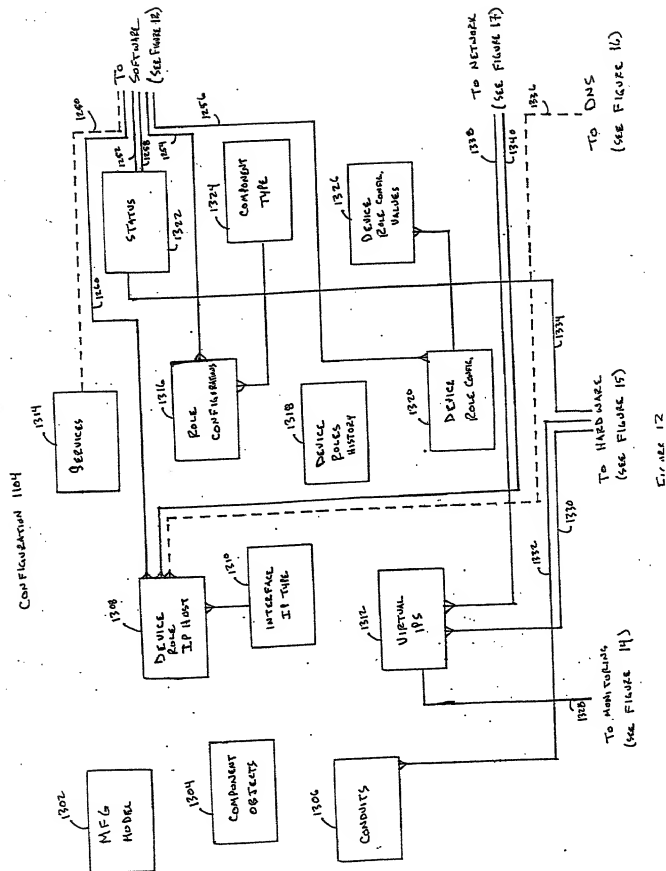
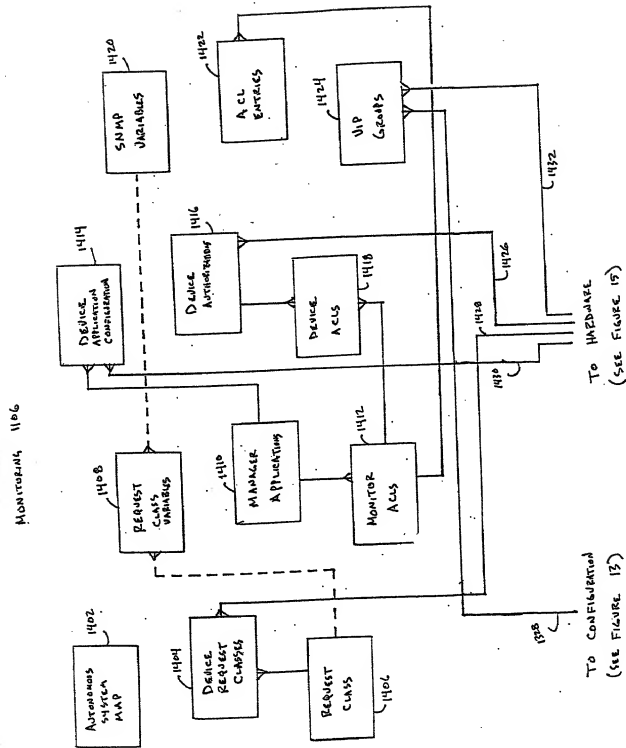


FIGURE 11

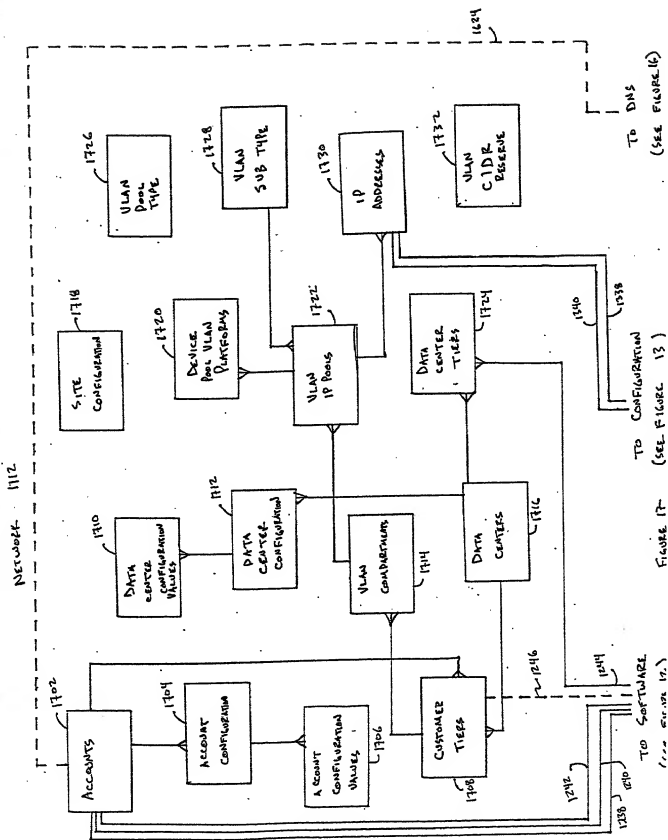


09755949 = 072301





14.08.2014



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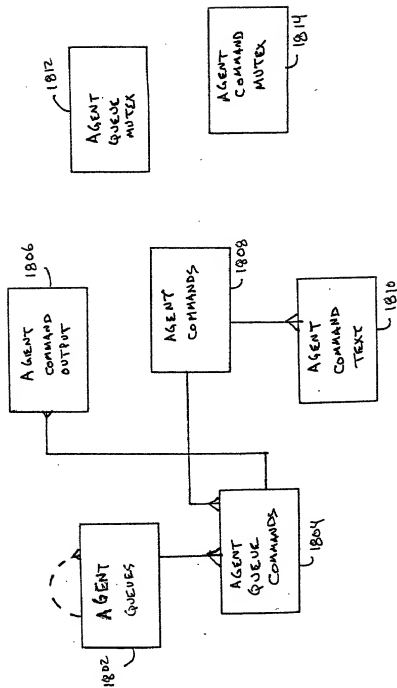


FIGURE 18